

INFORMATION RESOURCE MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Information Resource Manager exists is to plan, develop, implement and manage a customer call center in the Citizens and Neighborhood Resources Department. This classification manages the call center employees. Work is performed with considerable independence under the direction of the Customer Service and Communications Director.

ESSENTIAL FUNCTIONS

Assists with preparation of the annual operating budget for the customer call center. Manages financial and budgetary operations of the department.

Selects, trains, evaluates, observes and supervises the staff of the customer call center.

Listens and communicates effectively with a diverse group of people, including staff and customers. Communicates effectively both orally and in writing with all levels of City staff and the general public.

Perceives and interprets customer needs and translates them into effective solutions and operational policy. Tactfully responds to, investigates, and resolves customer complaints. Comprehends related City ordinances and interprets them in response to public inquiry.

Prepares correspondence regarding City services. Prepares or directs the preparation of activity reports, statistics, and management reports.

Participates in revisions or implementation of computerized systems.

Coordinates interrelated activities with other City programs.

Develops and manages a quality assurance program to ensure that all internal and external customers are provided fast, accurate information and service concerning a broad base of city issues, projects, services and customer concerns.

Communicates a vision for customer delight and fosters a culture which encourages call center team members to strive for customer delight outcomes with each customer transaction.

Evaluates call center success in accomplishing it's mission and seeks enhancements that will benefit customers.

Develops policies and programs related to the customer call center operations. Designs, implements, and conducts training programs for call center personnel.

Attendance and punctuality are essential functions of the position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Various communication techniques

Principles and practices of providing outstanding customer service.

Microsoft Office software applications such as Word, Excel, PowerPoint.

Telecommunications equipment used in call center environments.

Ability to:

Communicate effectively, both orally and in writing, using proper sentence construction, punctuation and grammar.

Conduct briefings and make effective oral presentations.

Interact effectively with others and foster effective public relations with diverse groups of people.

Handle the most complex interactions with customers, which result in customer delight.

Lead, coach, and direct the work of a team and to motivate others to high performance levels, which achieve customer delight.

Operate a variety of standard office equipment, including a personal computer that requires continuous and repetitive arm, hand and eye movement.

Obtain and possess a valid Arizona's driver's license with no major citations within the last 39 months.

Education & Experience

Any combination of education and experience equivalent to a bachelor's degree in business administration, public administration or a related field and three years experience in developing and implementing large customer service programs. Must have experience supervising large group of employees.

FLSA Status: Exempt

HR Ordinance Status: Unclassified